



Richard T. Ellis
Director – Federal Affairs

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February 14, 2002

Ex Parte

William Caton
Acting Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: Application by Verizon New England for Authorization To Provide In-Region,
InterLATA Services in Vermont, CC Docket No. 02-7

Dear Mr. Caton:

On February 13, 2002, R. Ellis, K Zacharia, M. Davis, J Canny, T. Maguire, S. Angstreich, J. Pachulski and J. Groves of Verizon met with D. Shiman, C. Newcomb, J. Veach and P. Megna of the Common Carrier Bureau to discuss loop provisioning and maintenance metrics related to the application noted above. A copy of the handouts discussed in the meeting is attached. The twenty-page limit does not apply as set forth in DA 02-111. Please let me know if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Richard T. Ellis".

Attachment

cc: J. Veach
J. Stanley
G. Remondino
C. Newcomb
D. Shiman
P. Megna

Carrier to Carrier

Performance Standards and Reports

Verizon Vermont November 2001

CLEC Aggregate Performance

PROVISIONING - UNE POTS / SPECIAL SERVICES

POTS - Provisioning

Metric #	Standard	Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
		V2	CLEC Aggregate	V2	AR CLECs	
PR-1-03-3112	PR-1 - Average Interval Offered	3.87	6.00	1143	1	2.25
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	3.87	NA	1143	1	2.25
PR-1-04-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	2.86	NA	7	1.07	
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	2.86	NA	7	1.07	
PR-1-05-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	2.00	NA	1		
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	2.00	NA	1		
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	2.00	NA	1		
PR-3-01-3140	PR-3 - Completed within X Days	83.35	87.50	8761	6	13.18
PR-3-06-3112	% Completed in 1 Day (1-5 Lines - No Dispatch) - Platform	44.62	0.00	1031	1	49.73
PR-3-06-3140	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New	44.62	NA	1031		
PR-3-06-3140	% Completed in 3 Days (1-5 Lines - Dispatch) - Platform	95%	UD			
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop	77.30	0.00	1031	1	41.91
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New	77.30	NA	1031		
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - Dispatch) - Platform	77.30	NA	1031		
PR-4-02-3100	PR-4 - Missed Appointments	7.82	NA	216		14.32
PR-4-03-3100	Average Delay Days - Total	1.29	0.00			
PR-4-04-3112	% Missed Appt. - Customer	10.86	0.00	1924	8	11.02
PR-4-04-3112	% Missed Appt. - Verizon - Dispatch - Loop New	10.86	0.00	1924	1	31.12
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	10.86	0.00	1924	1	31.12
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.07	0.00	13173	14	0.71
PR-5-01-3112	PR-5 - Facility Missed Orders	4.99	0.00	1924	8	7.71
PR-5-01-3140	% Missed Appointment - Verizon - Facilities Loop	4.99	0.00	1924	1	21.78
PR-5-02-3112	% Missed Appointment - Verizon - Facilities - Platform	1.92	0.00	1924	8	4.86
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Loop	1.92	0.00	1924	1	13.73
PR-5-04-3112	% Orders Held for Facilities > 15 Days - Platform	1.92	0.00	1924	1	13.73
PR-5-04-3112	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Loop	0.00	0.00		13	
PR-5-04-3112	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Platform	0.00	0.00		13	
PR-6-01-3112	PR-6 - Installation Quality	1.98	1.11	14106	90	1.47
PR-6-01-3121	% Installation Troubles reported within 30 Days - Loop	1.98	0.00	14106	30	2.55
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	1.98	0.00	14106	30	2.55
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop	1.86	0.00	14106	36	1.44
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	1.86	2.22	14106	90	1.44
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Platform	1.86	0.00	14106	30	2.48
PR-8-01-3100	PR-8 - Open Orders in a Hold Status	0.01	0.00	15097	24	0.20
PR-8-02-3100	Open Orders in a Hold Status > 30 Days	0.01	0.00	15097	24	0.20
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.01	0.00	15097	24	0.20
PR-9-01-3520	PR-9 - Hot Cuts Loops	100.00	100.00	22		
PR-9-08-3520	% On Time Performance - Hot Cut	NA	NA			
PR-9-08-3520	Average Duration of Service Interruption	NA	NA			
PR-1-12-3133	POTS & Complex Aggregate	3.69	1.14	5802	7	10.79
PR-1-12-3133	PR-1 - Average Interval Offered	3.69	1.14	5802	7	10.79
PR-1-12-3133	Av. Interval Offered - Disconnects	3.69	1.14	5802	7	10.79
PR-1-12-3133	2-Wire Digital Services	3.69	1.14	5802	7	10.79
PR-1-01-3341	PR-1 - Average Interval Offered	2.11	NA	26		1.59
PR-1-02-3341	Av. Interval Offered - Total No Dispatch	4.50	NA	6		1.52
PR-1-02-3341	Av. Interval Offered - Total Dispatch	4.50	NA	6		1.52
PR-4-02-3341	PR-4 - Missed Appointments	NA	NA			
PR-4-03-3341	Average Delay Days - Total	26.79	NA			
PR-4-04-3341	% Missed Appointment - Customer	0.00	NA	29		
PR-4-05-3341	% Missed Appointment - Verizon - Dispatch	0.00	NA	27		
PR-4-06-3341	% Missed Appointment - Verizon - No Dispatch	0.00	NA			
PR-4-06-3341	% Missed Appt. - Customer - Late Order Conf.	0.00	NA			
PR-5-01-3341	PR-5 - Facility Missed Orders	0.00	NA	29		
PR-5-02-3341	% Missed Appointment - Verizon Facilities	0.00	NA	29		
PR-5-04-3341	% Orders Held for Facilities > 15 Days	0.00	NA			
PR-5-04-3341	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	0.00	NA			
PR-6-01-3341	PR-6 - Installation Quality	3.51	NA	2482		
PR-6-03-3341	% Install. Troubles Reported within 30 Days	0.59	NA	340		
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	0.59	NA	340		
PR-8-01-3341	PR-8 - Open Orders in a Hold Status	0.00	NA	56		
PR-8-02-3341	Open Orders in a Hold Status > 30 Days	0.00	NA	56		
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	NA	56		
PR-1-01-3342	2-Wire DSL Loops	NA	NA			
PR-1-02-3342	PR-1 - Average Interval Offered	NA	NA			
PR-1-02-3342	Av. Interval Offered - Total No Dispatch	6.00	NA	10		
PR-1-02-3342	Av. Interval Offered - Total Dispatch	6.00	NA	10		
PR-3-10-3342	PR-3 - Completed within X Days	100.00	100.00	10		
PR-3-11-3342	% Completed in 6 Days (1-5 Lines - Total)	100.00	100.00	38		
PR-3-11-3342	% Completed in 9 Days (1-5 Lines - Total)	100.00	100.00	38		
PR-4-02-3342	PR-4 - Missed Appointments	NA	NA			
PR-4-03-3342	Average Delay Days - Total	0.86	0.00			
PR-4-04-3342	% Missed Appointment - Customer	0.00	0.00	38		
PR-4-05-3342	% Missed Appointment - Verizon - Dispatch	0.00	0.00	38		
PR-4-06-3342	% Missed Appt. - Customer - Late Order Conf.	0.00	0.00	38		
PR-4-14-3342	% Completed On Time (with Serial Number)	0.00	NA			
PR-5-01-3342	PR-5 - Facility Missed Orders	4.55	0.00	38		0.61
PR-5-02-3342	% Missed Appointment - Verizon Facilities	0.00	0.00	38		
PR-5-04-3342	% Orders Held for Facilities > 15 Days	0.00	0.00	38		
PR-5-04-3342	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	0.00	0.00	38		
PR-6-01-3342	PR-6 - Installation Quality	3.51	2.63	2482	38	3.01
PR-6-03-3342	% Install. Troubles Reported within 30 Days	1.96	2.63	14106	38	2.25
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	1.96	2.63	14106	38	2.25
PR-8-01-3342	PR-8 - Open Orders in a Hold Status	0.00	0.00	10	38	
PR-8-02-3342	Open Orders in a Hold Status > 30 Days	0.00	0.00	10	38	
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	0.00	0.00	10	38	

continued

PR-2	Average Interval Completed	Products –ALL
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Changed Proposed:

Eliminate all PR-2 sub-metrics.

Rationale:

There is no standard for these average measures. Performance on offered interval is covered by PR-1. Performance on meeting those intervals is covered by PR-3 % Completed Within Specified Days and PR-4 % Missed Appointments.

(Note: Verizon agrees to provide data on averages or distribution of performance as requested on a periodic basis by the CWG in a special report should the group desire to investigate performance standards. Verizon will retain raw data for a minimum of 12 months should any studies be required. All requests to Verizon will be made in advance to enable sufficient time to prepare special reports to be used for discussion purposes.)

PR-3-02	% Completed in 2 days (1-5 lines) No Disp	Products: Resale POTS, UNE P, UNE Other (Switch INP)
PR-3-03	% Completed in 3 days (1-5 lines) No Disp	
PR-3-04	% Completed in 1 Day (1-5 lines) Dispatch	
PR-3-05	% Completed in 2 Days (1-5 lines) Dispatch	
PR-3-07	% Completed in 4 Days (1-5 lines) Total	
PR-3-08	% Completed in 5 Days (1-5 lines) No Disp	
PR-3-10	% Completed in 6 Days (1-5 lines) Total	

Changed Proposed:

Eliminate.

Rationale:

Not required for listed products. Note that PR-3-03 % Completed in 3 Days No Dispatch is retained for DSL Line Sharing and Line Splitting and PR-3-10 % Completed in 6 Days Total is retained for DSL Loops.

PR-3-08	% Completed in 5 Days (1-5 lines) No Disp	Products: Hot Cut Loop
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Changed Proposed:

Add measure for Hot Cut Loops.

Rationale:

Required to measure performance in meeting standard interval.

PR-3-06	% Completed in 3 Days (1-5 lines) Dispatch	Products: UNE Loop – New
PR-3-09	% Completed in 5 Days (1-5 lines) Dispatch	

Changed Proposed:

Add measures for New Loops

Rationale:

Required to measure performance in meeting standard interval.

Carrier to Carrier
Performance Standards and Reports
Verizon Vermont October 2001

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

POTS - Provisioning

Metric #	Standard	Vz CLEC Aggregate	Vz All CLECs	Standard Deviation	Sampling Error	Z-Score		
PR-1 - Average Interval Offered								
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	5.00	3	1.31				
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	0.75	1106	1.31				
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	0.75	1106	1.31	0.44	1.21		
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	2.75	230	2.16				
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	2.75	230	2.16	2.16	-0.12		
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	4.83	6	4.26				
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	4.83	6	4.26				
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	5.00	1					
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	5.00	1					
PR-2 - Average Completed Interval								
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	5.00	3	1.03				
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	0.65	1047	1.03				
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	0.65	1047	1.03	0.34	1.25		
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	2.82	214	2.71				
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	2.82	214	2.71	2.72	-0.07		
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	3.20	5	1.64				
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	3.20	5	1.64				
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	5.00	1					
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	5.00	1					
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	84.75	9910	7	13.59	0.07		
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	92.23	9910	7	10.12	0.77		
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	94.99	9910	7	8.25	0.61		
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	7.97	1155	1	27.09	-0.29		
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	36.71	1155	1	48.22	-0.76		
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	53.07	1155	1	49.83	0.94		
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	59.63	11065	8	8.64	0.74		
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	97.76	9910	7	5.57	0.40		
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	62.86	1155	1	37.70	0.45		
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	57.74	11065	8	5.26	0.43		
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	10.59	124	20.69				
PR-4-03-3100	% Missed Appt. - Customer	1.4E	0.00					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	5.41	2153					
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	6.41	2153	4	12.26	0.52		
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	5.41	2153	1	24.50	0.26		
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	0.04	15209	3	1.15	0.03		
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	0.04	15209					
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.04	15209	29	0.37	0.11		
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	None: Analysts Only	0.00	4				
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	None: Analysts Only	NA					
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform	None: Analysts Only	0.00	33				
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities Loop	3.90	2153					
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	3.90	2153	4	9.69	0.40		
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	1.07	2153					
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	1.07	2153	4	5.15	0.21		
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.33	2153					
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.33	2153	4	2.87	0.11		
PR-6 - Installation Quality								
PR-6-01-3100	% Installation Troubles reported within 30 Days - Loop	2.31	17113	56	2.01	1.15		
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	2.31	17113	48	2.17	1.06		
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop	0.00	18					
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	1.41	17113	56	1.58	0.89		
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	1.41	17113	48	1.70	0.83		
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/OK/CPE - Loop	2.19	17113	56	1.96	1.12		
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/OK/CPE - Platform	2.19	17113	48	2.11	1.03		
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.01	17362	33	0.17	0.06		
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.01	17362	33	0.17	0.06		
PR-9 - Hot Cuts								
PR-9-01-3520	% On Time Performance - Hot Cut	100.00	5					
PR-9-08-3520	Average Duration of Service Interruption	NA						
PR-9-09-3520	% Supplemented or Cancelled Orders at VZ Request	UD						
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-12-3133	Av. Interval Offered - Disconnects	3.40	1.89	6777	18	7.31	1.73	0.88
PR-2 - Average Completed Interval								
PR-2-18-3133	Av. Completed Interval - Disconnects	2.72	1.64	5925	14	6.01	1.61	0.67

continued

2-Wire Digital Services

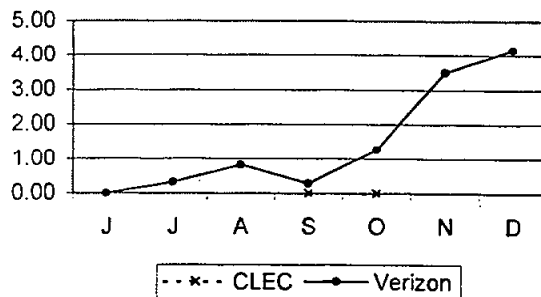
PR-1 - Average Interval Offered

PR-1-01-3341	Av. Interval Offered - Total No Dispatch							Parity with Retail	
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Apr-01	3.13	5.50	166	6	4.98	2.07	-1.15		
May-01	1.77	5.29	256	17	5.55	1.39	-2.53		
Jun-01	2.41	5.60	236	15	3.64	0.97	-3.29		
Jul-01	1.81	5.86	196	14	2.50	0.69	-5.86		
Aug-01	2.21	5.79	255	24	3.26	0.70	-5.14		
Sep-01	1.78	5.72	315	64	1.85	0.25	-15.53		
Oct-01	1.87	4.00	359	4	1.66	0.83	-2.55		
Nov-01	1.69	#N/A	259		1.72				
Dec-01	1.89	#N/A	337		1.66				

PR-1-02-3341	Av. Interval Offered - Total Dispatch							Parity with Retail	
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Apr-01	8.16	5.40	117	10	6.36	2.10	1.32		
May-01	6.21	5.67	86	43	6.42	1.20	0.45		
Jun-01	6.86	5.69	91	51	5.65	0.99	1.18		
Jul-01	5.24	5.57	93	37	4.73	0.92	-0.36		
Aug-01	5.20	5.71	105	31	3.75	0.77	-0.67		
Sep-01	4.28	5.91	229	126	1.40	0.16	-10.50		
Oct-01	4.07	5.76	210	153	1.52	0.16	-10.46		
Nov-01	4.06	5.59	199	79	1.53	0.20	-7.52		
Dec-01	3.67	5.54	249	65	1.75	0.24	-7.67		

PR-6 - Installation Quality

PR-6-01-3341	% Install. Troubles Reported within 30 Days							Parity with Retail Pots Disp
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Jun-01	0.00	#N/A	354					
Jul-01	0.32	#N/A	309					
Aug-01	0.82	#N/A	367					
Sep-01	0.28	0.00	358	1		5.29	0.05	
Oct-01	1.27	0.00	553	1		11.19	0.11	
Nov-01	3.51	#N/A	2482					
Dec-01	4.16	#N/A	2041					

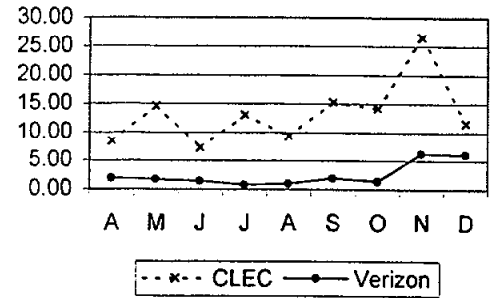


UNE (Provisioning)

2-Wire Digital Services cont.

PR-6 - Installation Quality

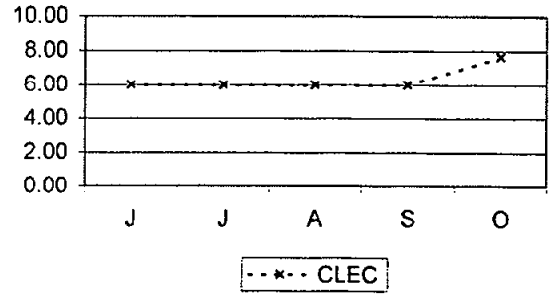
PR-6-01-3341	% Install. Troubles Reported within 30 Days							Parity with Retail Pots Disp
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Apr-01	1.93	8.38	2072	394		0.76	-8.52	
May-01	1.67	14.61	2400	349		0.73	-17.65	
Jun-01	1.40	7.21	2433	333		0.69	-8.47	
Jul-01	0.80	13.00	2239	223		0.63	-19.46	
Aug-01	1.03	9.31	2616	204		0.73	-11.27	
Sep-01	1.94	15.27	2211	203		1.01	-13.16	
Oct-01	1.41	14.19	2122	148		1.00	-12.73	
Nov-01	6.21	26.58	30747	79		2.72	-7.49	
Dec-01	6.05	11.54	28850	78		2.70	-2.03	



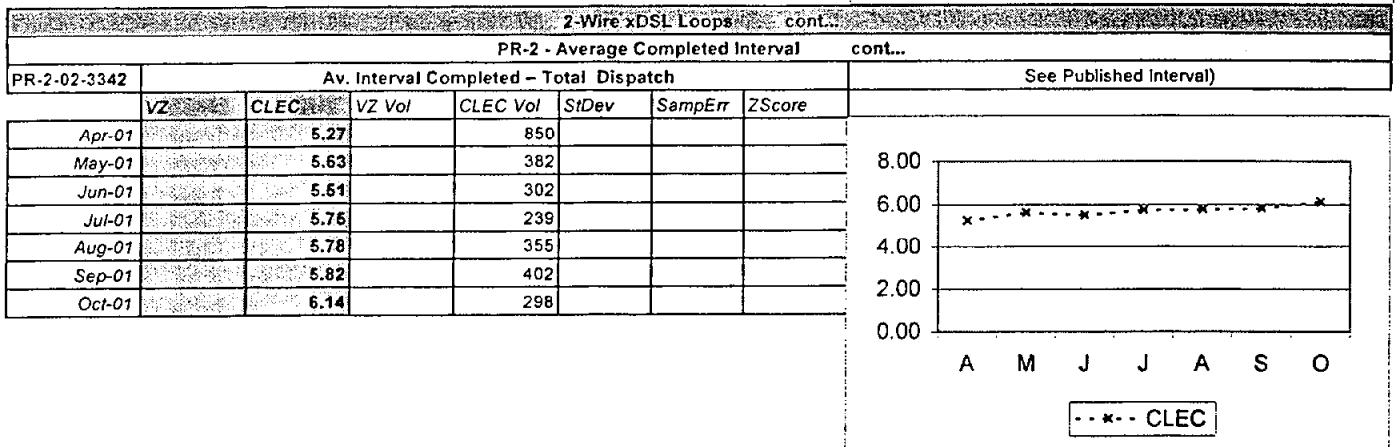
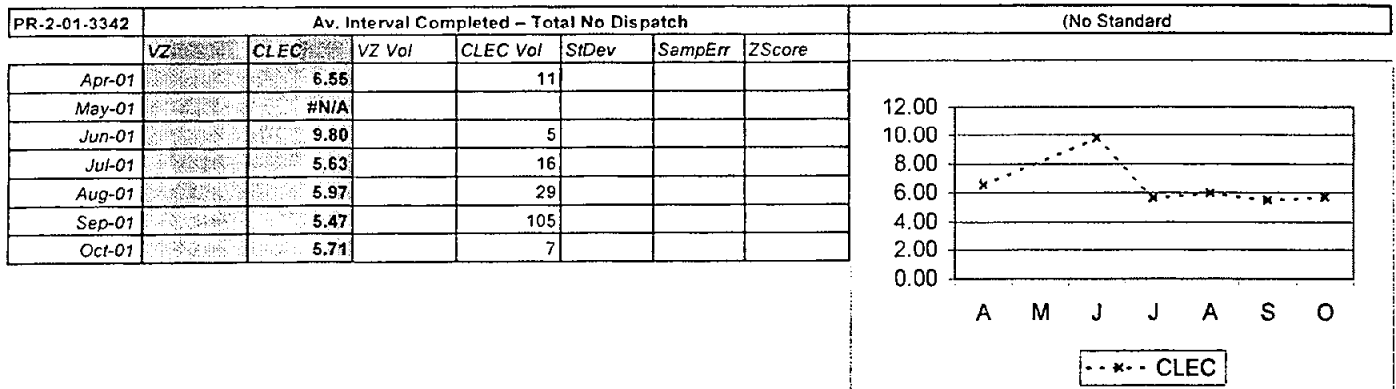
PR-2 - Average Completed Interval

PR-2-01-3342	Av. Interval Completed – Total No Dispatch						(No Standard)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Jun-01		#N/A					
Jul-01		#N/A					
Aug-01		#N/A					
Sep-01		#N/A					
Oct-01		#N/A					

PR-2-02-3342	Av. Interval Completed – Total Dispatch						See Published Interval)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Jun-01		6.00		8			
Jul-01		6.00		19			
Aug-01		6.00		7			
Sep-01		6.00		8			
Oct-01		7.67		3			

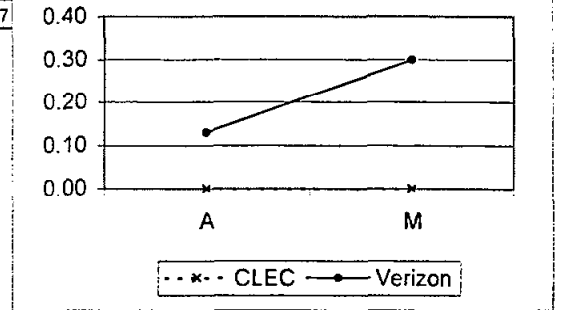


PR-2 - Average Completed Interval



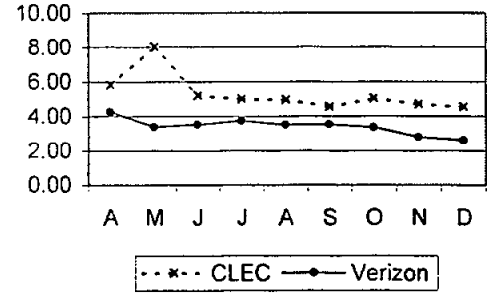
UNE (Provisioning)

PR-4-05-3342	% Missed Appointment - Verizon - No Dispatch							Parity with VADI	
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Apr-01	0.13	0.00	9462	109		0.35	0.37		
May-01	0.30	0.00	7281	75		0.63	0.47		



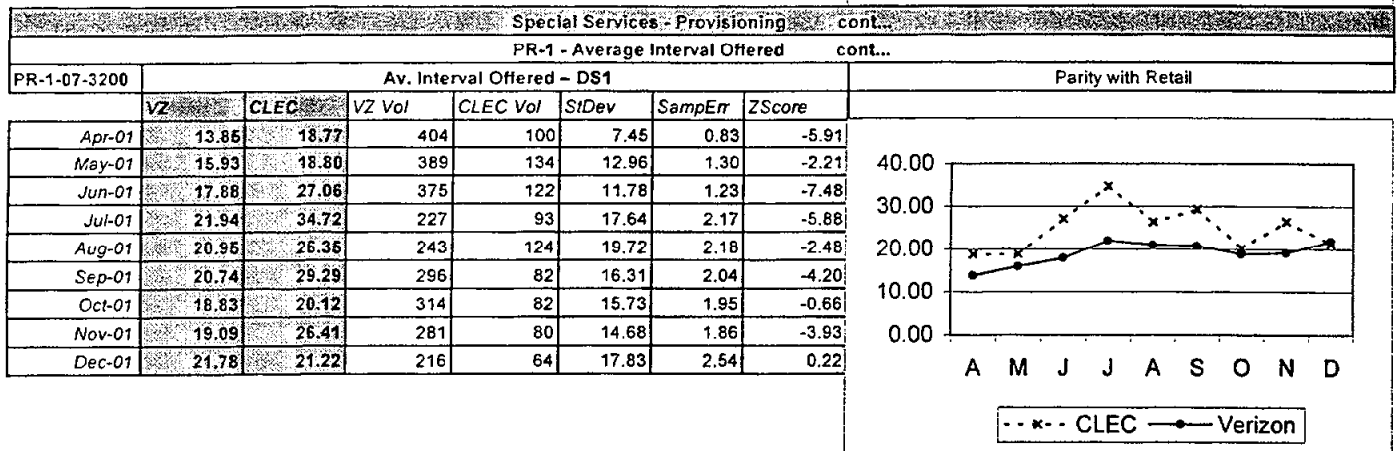
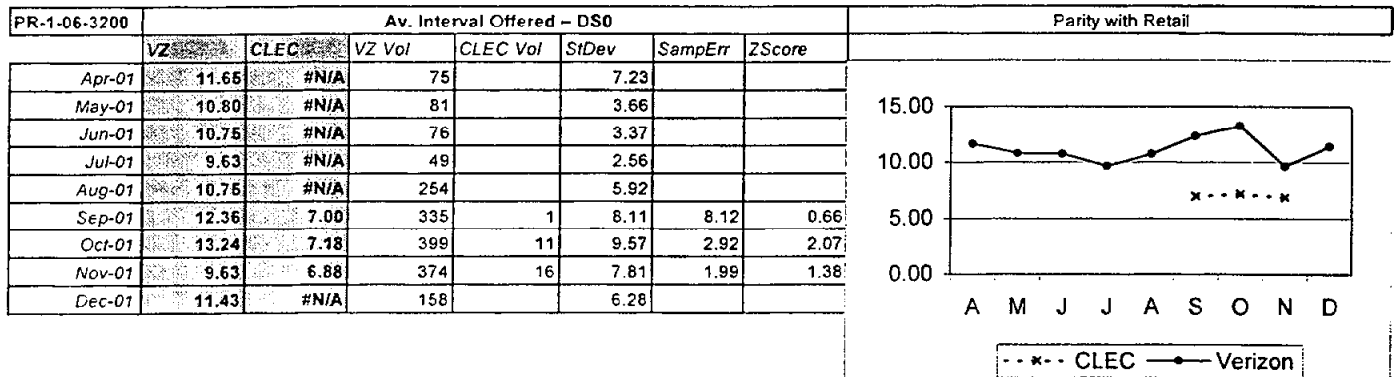
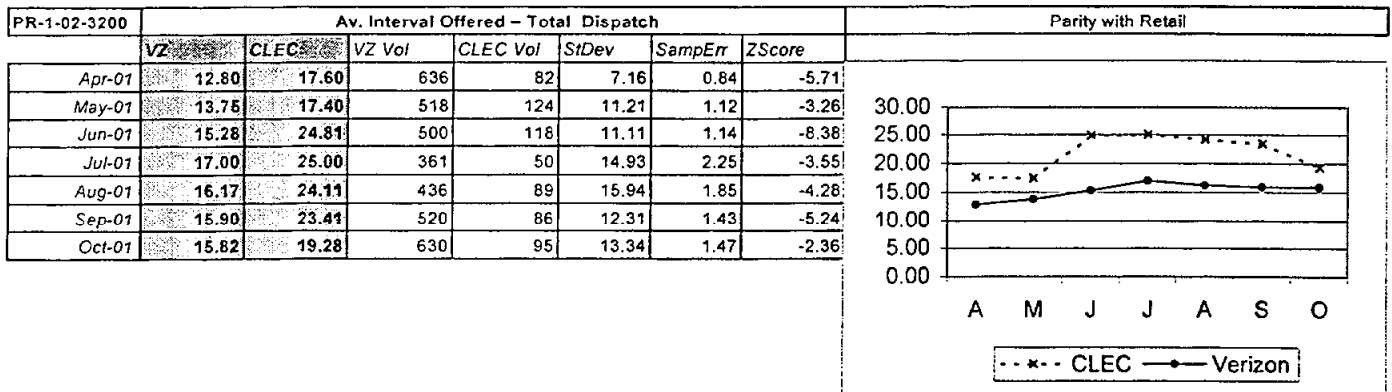
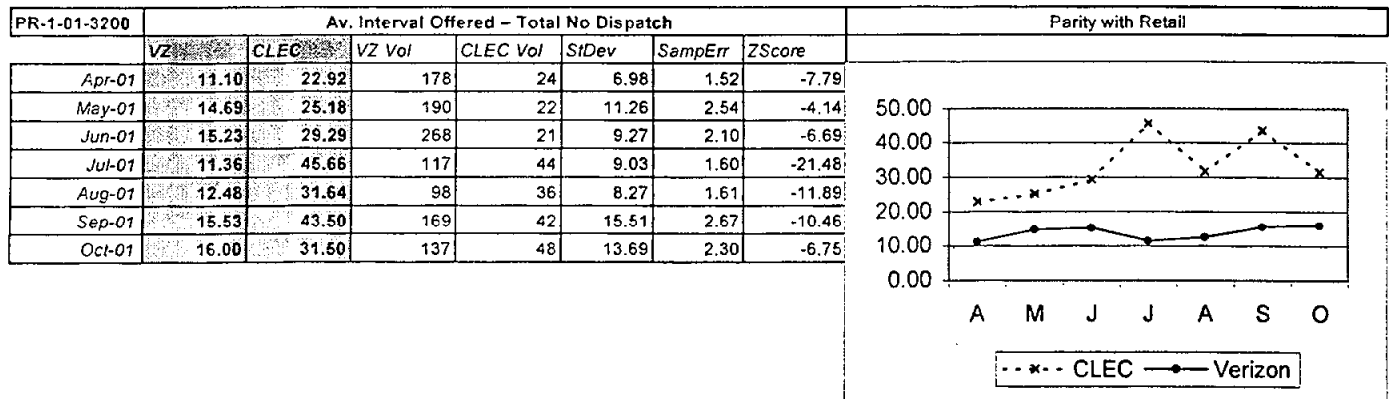
UNE (Provisioning)

POTS - Provisioning cont...									
PR-1 - Average Interval Offered cont...									
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop							Parity with Retail	
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Apr-01	4.26	5.82	1473	62	4.88	0.63	-2.47		
May-01	3.40	8.03	1759	39	2.30	0.37	-12.43		
Jun-01	3.53	5.22	1928	63	1.95	0.25	-6.77		
Jul-01	3.74	5.01	1745	68	2.84	0.35	-3.62		
Aug-01	3.51	4.98	1853	91	1.67	0.18	-8.20		
Sep-01	3.53	4.56	2095	86	1.83	0.20	-5.12		
Oct-01	3.36	5.06	1918	67	2.24	0.28	-6.11		
Nov-01	2.80	4.72	7917	43	1.97	0.30	-6.37		
Dec-01	2.62	4.56	6804	45	2.74	0.41	-4.73		

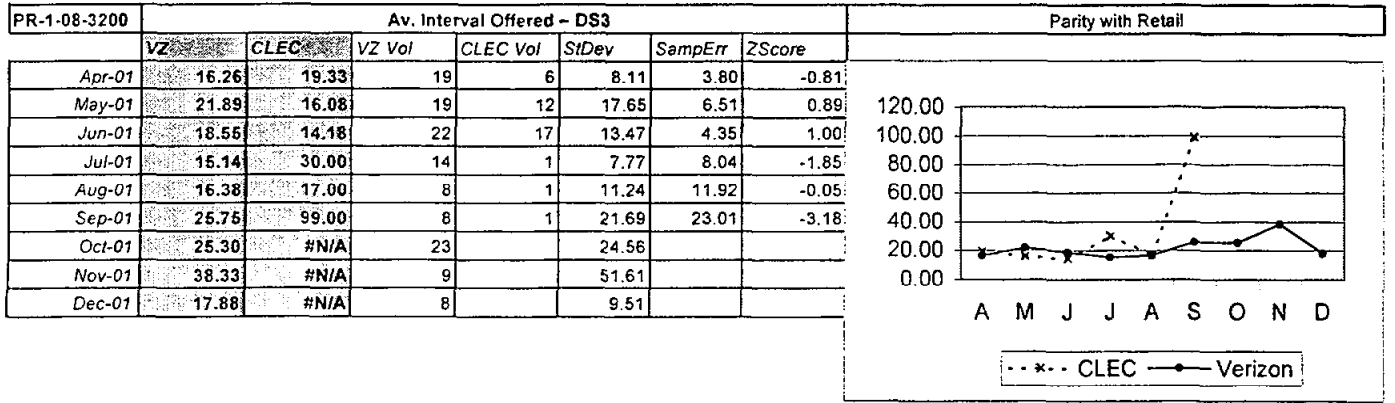


Special Services - Provisioning

PR-1 - Average Interval Offered

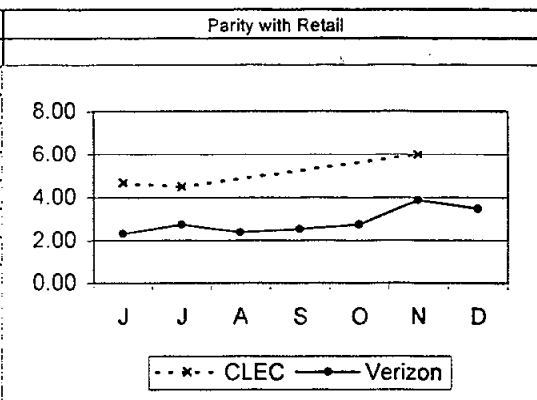


UNE (Provisioning)

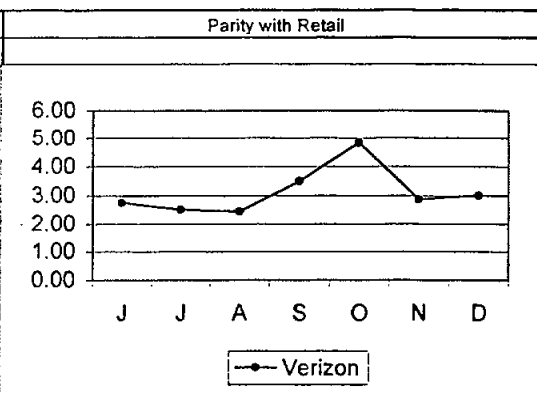


Vermont

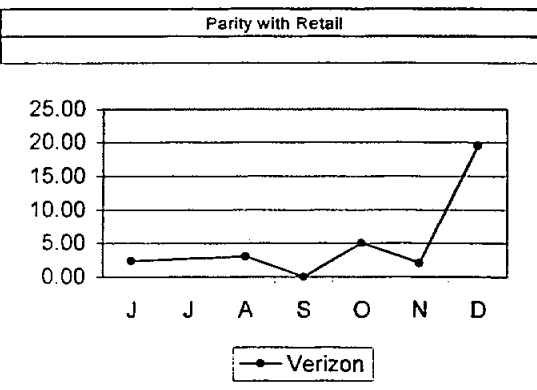
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Jun-01	2.32	4.67	181	3	2.62	1.53	-1.54
Jul-01	2.73	4.50	188	2	1.15	0.82	-2.17
Aug-01	2.37	#N/A	262		0.75		
Sep-01	2.53	#N/A	230		1.29		
Oct-01	2.73	#N/A	230		2.16		
Nov-01	3.87	6.00	1143	1	2.25	2.25	-0.95
Dec-01	3.47	#N/A	1075		2.23		



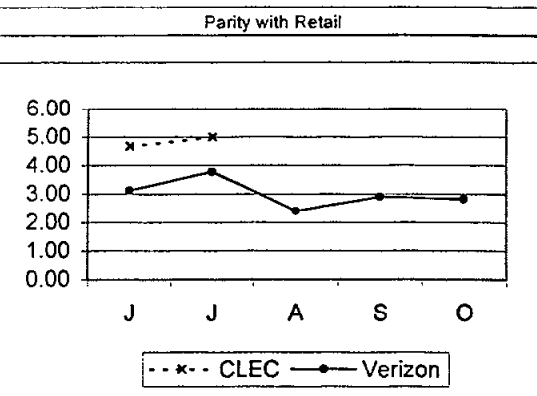
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Jun-01	2.75	#N/A	4		0.96		
Jul-01	2.50	#N/A	6		1.38		
Aug-01	2.44	#N/A	9		1.24		
Sep-01	3.50	#N/A	4		1.29		
Oct-01	4.83	#N/A	6		4.26		
Nov-01	2.86	#N/A	7		1.07		
Dec-01	3.00	#N/A	4		1.41		



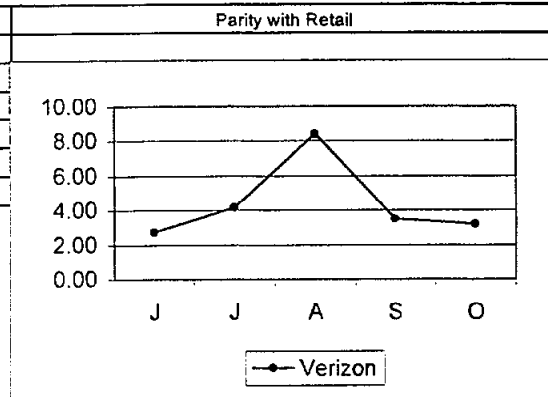
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Jun-01	2.33	#N/A	3		0.58		
Jul-01	#N/A	#N/A					
Aug-01	3.00	#N/A	1		0.00		
Sep-01	0.00	#N/A	1		0.00		
Oct-01	5.00	#N/A	1		0.00		
Nov-01	2.00	#N/A	1		0.00		
Dec-01	19.50	#N/A	2		4.95		



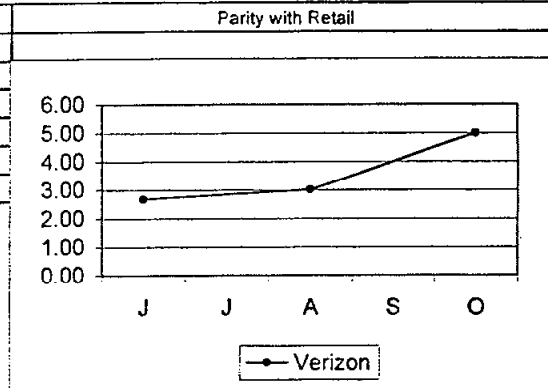
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Jun-01	3.12	4.67	169	3	5.13	2.99	-0.52
Jul-01	3.78	5.00	167	1	6.19	6.21	-0.20
Aug-01	2.40	#N/A	238		1.27		
Sep-01	2.90	#N/A	204		2.33		
Oct-01	2.82	#N/A	214		2.71		



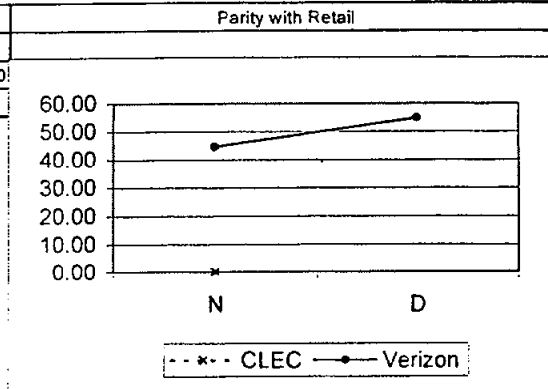
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Jun-01	2.75	#N/A	4		0.96		
Jul-01	4.17	#N/A	6		4.58		
Aug-01	8.43	#N/A	7		13.53		
Sep-01	3.50	#N/A	4		1.29		
Oct-01	3.20	#N/A	5		1.64		



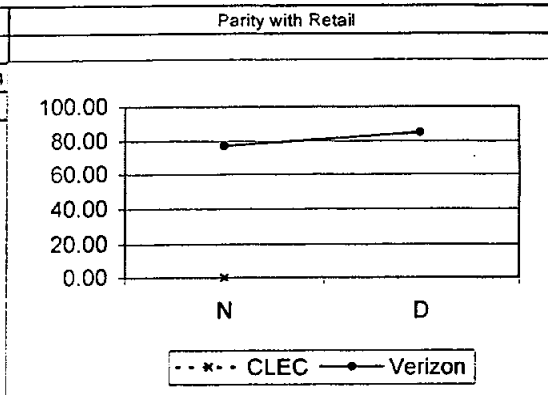
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Jun-01	2.67	#N/A	3		0.58		
Jul-01	#N/A	#N/A					
Aug-01	3.00	#N/A	1		0.00		
Sep-01	#N/A	#N/A					
Oct-01	5.00	#N/A	1		0.00		



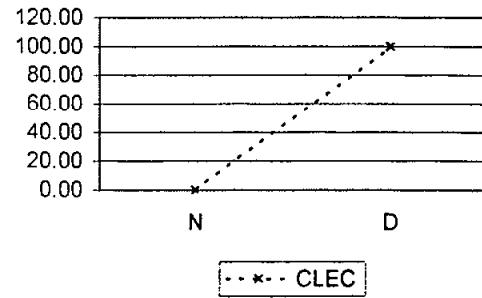
PR-3-06-3113	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	44.62	0.00	1031	1		49.73	-0.90
Dec-01	54.84	#N/A	972				



PR-3-09-3113	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	77.30	0.00	1031	1		41.91	-1.84
Dec-01	84.98	#N/A	972				



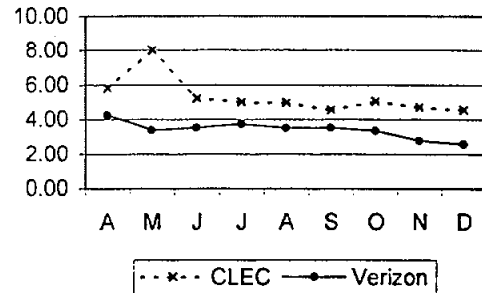
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop						95.00%
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		UD					
Dec-01		100.00		6			



Massachusetts

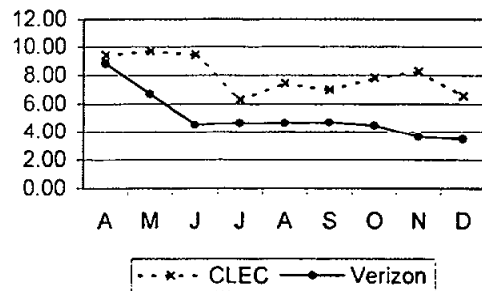
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Apr-01	4.26	5.82	1473	62	4.88	0.63	-2.47
May-01	3.40	8.03	1759	39	2.30	0.37	-12.43
Jun-01	3.63	5.22	1928	63	1.95	0.25	-6.77
Jul-01	3.74	5.01	1745	68	2.84	0.35	-3.62
Aug-01	3.51	4.98	1853	91	1.67	0.18	-8.20
Sep-01	3.53	4.56	2095	86	1.83	0.20	-5.12
Oct-01	3.36	5.06	1918	67	2.24	0.28	-6.11
Nov-01	2.80	4.72	7917	43	1.97	0.30	-6.37
Dec-01	2.62	4.58	6804	45	2.74	0.41	-4.73

Parity with Retail



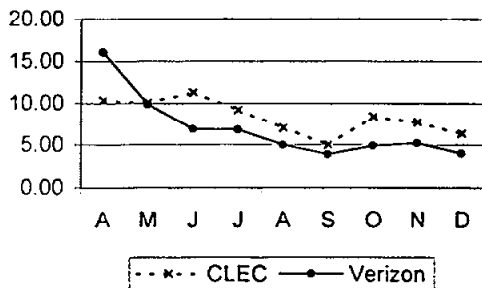
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Apr-01	8.82	9.41	57	27	10.62	2.48	-0.24
May-01	6.69	9.67	35	9	10.14	3.79	-0.79
Jun-01	4.52	9.43	44	7	3.37	1.37	-3.58
Jul-01	4.63	6.28	49	7	7.04	2.84	-0.58
Aug-01	4.62	7.44	37	9	4.07	1.51	-1.86
Sep-01	4.68	7.00	62	4	6.03	3.11	-0.75
Oct-01	4.45	7.83	56	6	5.88	2.53	-1.34
Nov-01	3.62	8.26	45	4	3.47	1.81	-2.56
Dec-01	3.44	6.58	62	9	3.02	1.08	-2.90

Parity with Retail

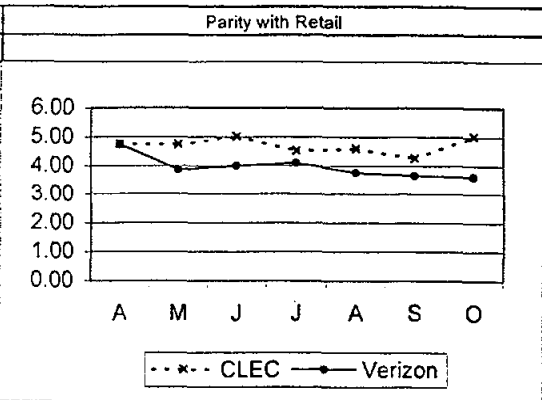


PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Apr-01	16.07	10.33	99	6	8.67	3.65	1.57
May-01	9.86	10.10	50	10	8.46	2.93	-0.08
Jun-01	6.86	11.29	29	7	8.55	3.60	-1.23
Jul-01	6.76	9.17	28	6	9.68	4.35	-0.56
Aug-01	4.96	7.00	28	9	3.93	1.51	-1.35
Sep-01	3.87	5.00	31	2	4.30	3.14	-0.36
Oct-01	4.88	8.33	26	3	5.12	3.12	-1.11
Nov-01	5.19	7.67	16	6	3.60	1.72	-1.44
Dec-01	4.00	6.33	21	6	4.04	1.87	-1.25

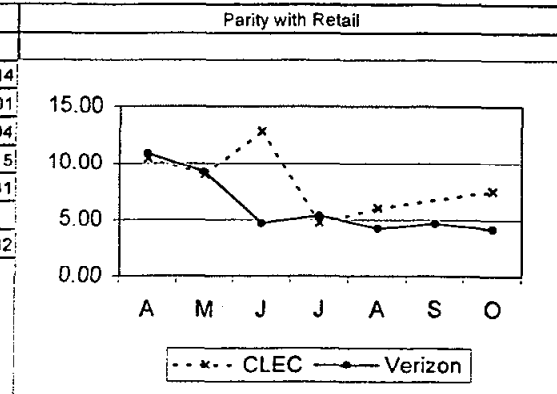
Parity with Retail



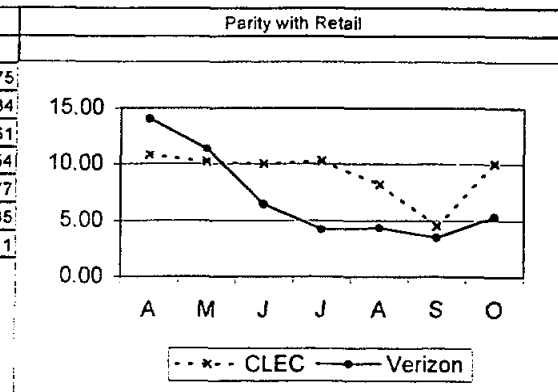
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Apr-01	4.74	4.76	1311	51	5.84	0.83	-0.02
May-01	3.87	4.75	1560	28	5.10	0.97	-0.90
Jun-01	4.00	5.02	1743	53	4.05	0.56	-1.81
Jul-01	4.11	4.53	1529	62	3.29	0.43	-0.99
Aug-01	3.77	4.60	1639	72	2.22	0.27	-3.10
Sep-01	3.66	4.28	1846	82	2.30	0.26	-2.39
Oct-01	3.62	5.02	1674	65	3.16	0.40	-3.50



PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Apr-01	10.85	10.42	40	24	11.58	2.99	0.14
May-01	9.18	9.00	28	3	22.67	13.77	0.01
Jun-01	4.68	12.80	34	5	3.43	1.64	-4.94
Jul-01	5.36	4.75	44	4	7.61	3.97	0.15
Aug-01	4.22	6.00	23	5	2.76	1.36	-1.31
Sep-01	4.65	#N/A	49		5.69		
Oct-01	4.16	7.50	44	4	3.52	1.84	-1.82

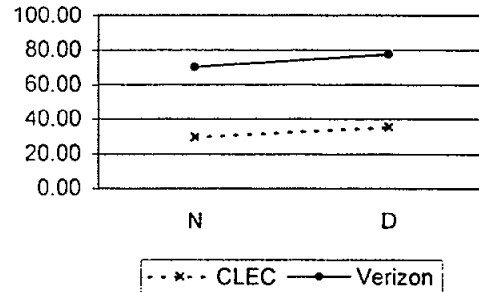


PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Apr-01	14.04	10.80	53	5	9.23	4.32	0.75
May-01	11.36	10.22	44	9	9.19	3.36	0.34
Jun-01	6.43	10.00	21	3	9.47	5.85	-0.61
Jul-01	4.19	10.26	21	4	3.14	1.71	-3.54
Aug-01	4.33	8.20	24	5	2.84	1.40	-2.77
Sep-01	3.50	4.50	22	2	3.89	2.87	-0.35
Oct-01	5.33	10.00	18	2	5.64	4.20	-1.11



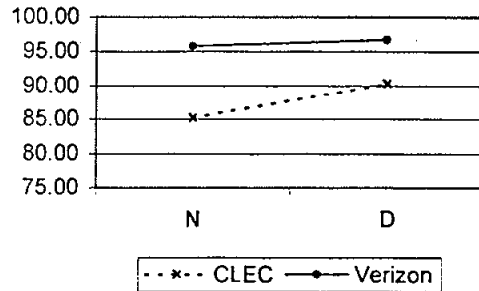
PR-3-06-3113	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	70.24	29.63	6854	27		8.82	-4.61
Dec-01	77.70	35.48	5820	31		7.50	-5.63

Parity with Retail



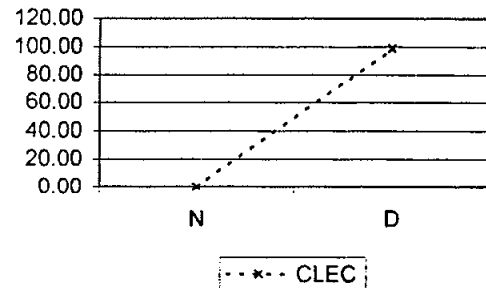
PR-3-09-3113	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	96.77	85.19	6854	27		3.88	-2.73
Dec-01	96.72	90.32	5820	31		3.21	-2.00

Parity with Retail



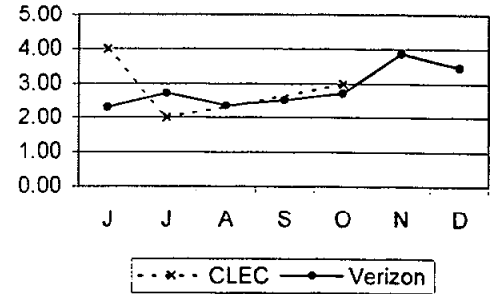
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		UD					
Dec-01		98.84		345			

95.00%



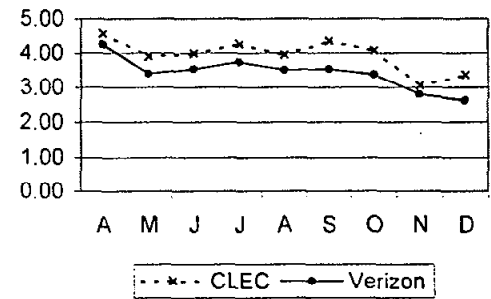
UNE (Provisioning)

PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform							Parity with Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Jun-01	2.32	4.00	181	1	2.62	2.63	-0.64	
Jul-01	2.73	2.00	188	1	1.15	1.15	0.63	
Aug-01	2.37	#N/A	262		0.75			
Sep-01	2.53	#N/A	230		1.29			
Oct-01	2.73	3.00	230	1	2.16	2.16	-0.12	
Nov-01	3.87	#N/A	1143		2.25			
Dec-01	3.47	#N/A	1075		2.23			



UNE (Provisioning)

PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform							Parity with Retail	
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Apr-01	4.26	4.59	1473	39	4.88	0.79	-0.42		
May-01	3.40	3.91	1759	67	2.30	0.29	-1.78		
Jun-01	3.53	3.99	1928	70	1.95	0.24	-1.94		
Jul-01	3.74	4.27	1745	63	2.84	0.36	-1.46		
Aug-01	3.51	3.96	1853	82	1.67	0.19	-2.39		
Sep-01	3.53	4.36	2095	99	1.83	0.19	-4.41		
Oct-01	3.36	4.07	1918	111	2.24	0.22	-3.25		
Nov-01	2.80	3.05	7917	152	1.97	0.16	-1.55		
Dec-01	2.62	3.36	6804	132	2.74	0.24	-3.07		



**State of Vermont
Carrier-to-Carrier Guidelines
Performance Standards and Reports**

Verizon Reports

~~May 18, 2001~~December 21, 2001~~January 11, 2002~~

Function:	
PR-2 Average-Interval-Completed Metrics not in use in Verizon North	
Definition:	
<p>The PR-2 sub-metrics measure the average interval completed. The Average Interval completed for POTS and Specials is the average number of business days between order application date and actual work completion date. The application date is the date that a valid service request is received. Note: Orders received after 5:00PM are counted as received the next business day. Coordinated Cut-over (Hot-Cut) Loop orders are considered complete according to definition documented in the PR-9 Hot-Cut metric section of this document.</p> <p>DSL Loops are considered complete according to definition documented in the PR-4 metric section of this document.</p> <p>Average Interval Completed Trunks: The Average Interval Completed for Trunks is the amount of time in business days between receipt of a clean ASR (received date restarted for each SURP) and the date the order is completed and the customer is notified. Measures service orders completed between the measured dates.</p> <p>Note: (1) Sub-metrics reported according to line size groupings are based on the total lines in the orders.</p>	
Exclusions:	
<p>? VZ Test Orders</p> <p>? Orders where customers request a DD that is beyond the standard available appointment interval. (X Appointment Code).</p> <p>? Verizon Administrative orders</p> <p>? Orders with invalid intervals (e.g. Negative Intervals or intervals over 200 business days—indicative of typographical error).</p> <p>? Additional Segments on orders (parts of a whole order are included in the whole).</p> <p>? Orders that are not complete. (Orders are included in the month they are completed).</p> <p>? Suspend for non-payment and associated restore orders.</p> <p>? Orders completed late due to any end-user or CLEC caused delay.</p> <p>? Trunks orders where the customer desired due dates are > 18 days.</p> <p>? Disconnects are excluded from all sub-metrics except sub-metric PR-2-18 which measures disconnects</p> <p>For 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing:</p> <p>? Orders requiring manual loop qualification</p> <p>Note: 2-wire xDSL orders that require manual loop qualification have an R populated in the Required field of the LR (indicating that a manual loop qualification is required).</p> <p>? Orders missed for facility reasons.</p>	
Performance Standard:	
<p>Parity with VZ Retail.</p> <p>except for:</p> <p>2Wire xDSL Loops: No Standard.</p> <p>2Wire xDSL Line Sharing: Parity with VAD</p> <p>The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified). Refer to the Verizon web site documented in Appendix L for intervals on specific products and services.</p>	
Report Dimensions:	
<p>Company:</p> <p>? VZ Retail</p> <p>? CLEC Aggregate</p> <p>? CLEC Specific</p>	<p>Geography:</p> <p>? POTS and Complex: Vermont</p> <p>? Specials & Trunks: Vermont</p>

Function	
PR-3 Completed within Specified Number of Days (1-5 Lines)	
Definition	
This metric measures the percent of POTS orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. Note: Orders received after 5:00PM are counted as received the next business day.	
Exclusions	
<ul style="list-style-type: none"> VZ Test Orders. Disconnect Orders. Orders where customers request a DD beyond the standard available appointment interval. (X Appointment Code). Verizon Administrative orders. Orders with invalid intervals (e.g. <i>Negative Intervals or intervals over 200 business days – indicative of typographical error</i>). Additional Segments on orders (parts of a whole order are included in the whole). Orders that are not complete. (Orders are included in the month that they are complete). Suspend for non-payment and associated restore orders. Orders completed late due to any end-user or CLEC caused delay. Coordinated cut-over Unbundled Network Elements such as loops or number portability orders. 	
<ul style="list-style-type: none"> For sub-metrics PR-3-03 and PR-3-10 <u>UNE 2Wire xDSL Loop</u>, and PR-3-03 <u>UNE 2Wire xDSL Line Sharing and xDSL Line Splitting orders that require a manual loop qualification</u> 	
<p>2-wire xDSL Loop and Line Sharing orders that require a manual loop qualification.</p> <p>Note: 2-wire xDSL orders that require manual loop qualification have an R populated in the Required field of the LSR (indicating that a manual loop qualification is required).</p>	
<p>For 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing, and xDSL Line Splitting only:</p>	
<ul style="list-style-type: none"> Orders missed due to facility reasons. 	
Performance Standard	
PR-3-01, PR-3-06, and PR-3-09 Parity with VZ Retail.	
PR-3-03: <u>UNE 2Wire xDSL Line Sharing and UNE xDSL Line Splitting: 95% within the lesser of three (3) business days OR Parity with VAD!</u>	
PR-3-08: <u>Hot Cut Loop: 95%</u>	
PR-3-10 and PR-3-11: <u>UNE 2Wire xDSL Loops: 95%</u>	
<p>Refer to the Verizon web-site documented in Appendix L for information on specific products and services: http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation for information on specific products and services. After accessing this web-site, scroll down to the heading <u>Product Interval Guide</u> and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.</p>	
PR-3-10 and PR-3-11 (xDSL Loops) — 95%	
PR-3-03 (xDSL Line sharing) Parity with VAD!	
Report Dimensions	
Company: <ul style="list-style-type: none"> VZ Retail CLEC Aggregate CLEC Specific 	Geography: <ul style="list-style-type: none"> POTS: Vermont

**State of Vermont
Carrier-to-Carrier Guidelines
Performance Standards and Reports**

Verizon Reports

January 11, 2002

Retail Analog Compare Table

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics.

	Wholesale Service	Retail Analog
Provisioning metrics - ALL where parity is standard Exceptions Noted below:	Resale POTS – Residence Resale POTS – Business Resale POTS – Total Resale 2 Wire Digital Services UNE Platform UNE POTS-Other UNE Loop UNE 2 Wire Digital Loop UNE 2 wire xDSL Loop UNE DSL Line Share UNE DSL Line Splitting Resale DS0 Resale DS1 Resale DS3 UNE DS0 UNE DS1 UNE DS3 UNE IOF UNE EEL – Back bone UNE EEL – Loop UNE EEL Interconnection Trunks Specials – Total	Retail POTS - Residence Retail POTS - Business Retail POTS - Total Retail ISDN (2 wire digital) Retail POTS - Total Retail POTS - Total Retail POTS - Total Retail ISDN (2 wire digital) VADI Line Sharing VADI Line Sharing VADI Line Sharing Retail DS0 Retail DS1 Retail DS3 Retail DS0 Retail DS1 ¹ Retail DS3 Retail DS3 Retail DS1 ¹ Retail DS1 ¹ Retail DS1 ¹ IXC Feature Group D Trunks Retail Specials - Total
Exceptions for provisioning: PR-4-02 PR-6 PR-6 PR-8	UNE 2 wire xDSL Loop UNE 2 wire xDSL Loop UNE 2 wire Digital UNE 2 wire xDSL Loop	Retail Specials DS0 Retail POTS - Dispatched Retail POTS - Dispatched Retail Specials DS0
Maintenance Measures: ALL where parity is standard	Resale POTS – Residence Resale POTS – Business Resale POTS – Total Resale 2 Wire Digital Services UNE Platform – Total UNE Platform – Residence UNE Platform – Business UNE Loop UNE 2 Wire Digital Loop UNE 2 wire xDSL Loop UNE DSL Line Share UNE DSL Line Splitting Resale Specials DS0 & below Resale Specials DS1 & above UNE Specials DS0 & below UNE Specials DS1 & above Interconnection Trunks	Retail POTS - Residence Retail POTS - Business Retail POTS – Total (Business and Residence) Retail ISDN (2 wire digital) Retail POTS – Total (Business and Residence) Retail POTS – Residence Retail POTS – Business Retail POTS – Total (Business and Residence) Retail POTS – Total (ALL) Retail POTS – Total (ALL) VADI Line Sharing VADI Line Sharing Retail Specials DS0 & below Retail Specials DS1 & above Retail Specials DS0 & below Retail Specials DS1 & above IXC Feature Group D Trunks

0 ¹ Retail DS1 should exclude feature changes on PRI ISDN (no dispatch)

Function:	PR-1 Average Interval Offered
Definition:	<p>This metric measures the average interval offered for completed and cancelled orders. For POTS and Specials, the Average Interval Offered is also known as the Average Appointed Interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. Note: Orders received after 5:00PM are counted as received the next business day.</p> <p>Complex Orders include: 2-Wire Digital Services (ISDN) and 2-Wire xDSL Loops and 2-Wire xDSL Line Sharing and UNE Line Splitting.</p> <p>Specials Orders include: All Designed circuits, 4-Wire circuits (including Primary rate ISDN and 4-Wire xDSL services), all DS0, DS1, and DS3 circuits. EEL and IOF are reported separately.</p> <p>Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and DD committed to from FOC. Measures service orders completed between the measured dates.</p> <p>Notes:</p> <p>(1) The offered intervals for cancelled orders are counted in the month during which the cancellation occurs.</p> <p>(2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.</p>
Exclusions:	<ul style="list-style-type: none"> • VZ Test Orders. • Orders where customers request a due date (DD) that is beyond the standard available appointment interval. (X Appointment Code¹⁷). • Verizon Administrative orders. • Orders with invalid intervals (e.g. <i>Negative intervals or intervals over 200 business days – indicative of typographical error</i>). • Additional segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole). • Retail Suspend for non-payment and associated restore orders. • Orders that have neither completed nor been cancelled. • Orders requiring manual loop qualification. <ul style="list-style-type: none"> Note: 2-wire xDSL orders that require manual loop qualification have an R populated in the Required field of the LR (indicating that a manual loop qualification is required). • Disconnects are excluded from all sub-metrics except sub-metric PR-1-12 which measures disconnects.
Performance Standard:	<p>PR-1-01 through PR-1-09 and PR-1-12 (except for UNE 1-01 and 1-02 2Wire xDSL Loops, UNE DSL Line Sharing and UNE DSL Line splitting): Parity with VZ Retail.</p> <p>PR-1-01 and PR-1-02 UNE 2Wire xDSL Loops: No standard</p> <p>PR-1-01 and 1-02 UNE xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI</p> <p>The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified)</p> <p>Refer to the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation for specific intervals offered for products and services. After accessing this web-site, scroll down to the heading Product Interval Guides, and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.</p>

¹⁷ Orders that are or should be X appointment coded. Effective 2/00, VZ will automate appointment coding when orders are received via LSOG4. CLECs that are not using LSOG4 are responsible to perform the X coding.

Function:	
PR-3 Completed within Specified Number of Days (1-5 Lines)	
Definition:	
This metric measures the percent of POTS orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. Note: Orders received after 5:00PM are counted as received the next business day.	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders. • Disconnect Orders. • Orders where customers request a DD beyond the standard available appointment interval. (X Appointment Code). • Verizon Administrative orders. • Orders with invalid intervals (e.g. <i>Negative Intervals or intervals over 200 business days – indicative of typographical error</i>). • Additional Segments on orders (parts of a whole order are included in the whole). • Orders that are not complete. (Orders are included in the month that they are complete). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end-user or CLEC caused delay. • Coordinated cut-over Unbundled Network Elements such as loops or number portability orders. 	
<ul style="list-style-type: none"> • For sub-metrics PR-3-03 and PR-3-10 UNE 2Wire xDSL Loop, and PR-3-03 UNE 2Wire xDSL Line Sharing and xDSL Line Splitting orders that require a manual loop qualification 	
<p>Note: 2-wire xDSL orders that require manual loop qualification have an R populated in the Required field of the LSR (indicating that a manual loop qualification is required).</p>	
<p>For 2Wire Digital, 2Wire xDSL Loop, 2Wire xDSL Line Sharing, and xDSL Line Splitting only:</p>	
<ul style="list-style-type: none"> • Orders missed due to facility reasons. 	
Performance Standard:	
PR-3-01, PR-3-06, and PR-3-09 Parity with VZ Retail.	
PR-3-03: UNE 2Wire xDSL Line Sharing and UNE xDSL Line Splitting: 95% within the lesser of three (3) business days OR Parity with VADI	
PR-3-08: Hot Cut Loop: 95%	
PR-3-10 and PR-3-11: UNE 2Wire xDSL Loops: 95%	
Refer to the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation for information on specific products and services. After accessing this web-site, scroll down to the heading Product Interval Guide and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.	
Report Dimensions	
Company: <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • Vermont

Function		
PR-6 Installation Quality		
Definition:		
This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion.		
<p>Note: For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles closed via STARMEM automatically by CLEC. Source: NORD</p>		
Exclusions:		
<ul style="list-style-type: none"> Subsequent reports (additional customer calls while the trouble is pending). Troubles closed due to customer action. Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble. 		
Formula:		
Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100		
Performance Standard:		
PR-6-01: Parity with VZ Retail For Found Troubles		
PR-6-02 UNE POTS Loop Hot Cut: % Installation Troubles Reported within seven (7) Days: 2%		
PR-6-03: No standard		
PR-6-01: UNE 2Wire xDSL Line Sharing and xDSL Line Splitting: Parity with VADI		
Report Dimensions		
Company: <ul style="list-style-type: none"> VZ Retail CLEC Aggregate CLEC Specific 		Geography: <ul style="list-style-type: none"> Vermont
Sub-Metrics		
PR-6-01	% Installation Troubles reported within 30 Days	
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in Verizon's network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).	
Products	Resale: <ul style="list-style-type: none"> POTS 2 wire digital services (ISDN) Specials 	UNE: <ul style="list-style-type: none"> POTS – Loop Platform 2-Wire Digital Loops. 2-Wire xDSL Loops 2-Wire xDSL - Line Sharing. xDSL Line Splitting Specials
		Trunks: <ul style="list-style-type: none"> CLEC Trunks
Calculation	Numerator	Denominator
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month.